

COPIED



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECT
1-888-DASH-2-DOT
1-888-327-4236
INTERNET: <http://www.nhtsa.dot.gov>

RECEIVED AGENCY USE ONLY

Date Received: NOV 7 11:11 AM '98

OFFICE OF DEFECTS INVESTIGATION

Reference No. **550749**

Daytime Telephone Number: [REDACTED]

OWNER INFORMATION (Type or Print)

[REDACTED OWNER INFORMATION]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner: [REDACTED] Date: 1/19/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (17 Digits) <u>1LNLM82W2PY651882</u>	(Located at bottom of windshield on driver's side)	Vehicle Make <u>LINCOLN</u>	Vehicle Model <u>TOWN CAR</u>	Vehicle Year <u>1993</u>	Current Odometer Reading <u>10579</u>
Purchased Date <u>2-19-98</u>	Dealer's Name <u>WOOD FORD</u>	State <u>AR.</u>		Zip Code <u>72422</u>	Engine Size (CC/L) <u>4.8</u>
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <u>TRUMAN</u>	No. Cylinders <u>8</u>		<input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
Transmission Type <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	Anti-lock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Util. <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

FAILURE DECLINED IN LETTER

Component <u>RECALL 99515</u>	Part Name(s) <u>HAD CRUISE CONTROL - TIL RECALL ON SPEED CONTROL DEACTIVATION SWITCH WAS DONE - SPEED CONTROL HASNT WORKED SINCE</u>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures <u>1</u>	Date(s) of Failure(s) <u>11-23-99</u>	Mileage at Failure(s) <u>102000</u>	Vehicle Speed at Failure(s) <u>0</u>	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number Persons Injured <u>NONE</u>	Number of Fatalities <u>NONE</u>	Estimated Property Damage <u>\$ 360.00</u>	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).
Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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TIRE SIZE

TIRE NAME

TIRE MANUFACTURER

U.S. DOT safety standard code
The number may be on the inner side of the tire and have up to 11 letters and numbers. Usually located near rim flange on side opposite whitewall or on either side of blackwall tire.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response maybe used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THE Ford Co. SENT ME A RECALL CARD ON MY LINCOLN TOWN CAR. A COPY OF THE LETTER IS ENCLOSED, RECALL 99S15- SPEED CONTROL DEACTIVATION SWITCH. MY CAR WAS WORKING BEAUTIFULLY IN EVERY WAY. NO PROBLEMS ANYWHERE. SPEED CONTROL WAS WORKING GREAT! BUT AFTER THEIR PERSISTENCE, I THOUGHT THIS MUST REALLY NEED TO BE DONE. I TAKE MY CAR INTO BLACKWELL BALDWIN FORD IN SONESBORO FOR THE RECALL. WHEN I PICKED IT UP AND GOT ON THE HIGHWAY HEADING FOR FL. 2 HOURS LATER I DISCOVERED I HAD NO CRUISE CONTROL! I RETURNED FROM FL. 4 DAYS LATER. RETURNED TO BLACKWELL BALDWIN AND INFORMED THEM THAT I HAD NOT HAD CRUISE CONTROL ON MY CAR SINCE THEY RETURNED IT TO ME. THEY INSISTED IT WAS NOT THEIR FAULT. ALTHOUGH MY CAR WAS WORKING WHEN IT CAME INTO THEM. DURING OUR DISPUTE JEFF BALDWIN ORDERED THEM TO PUT THE OLD UNSAFE RECALL PART BACK ON MY CAR AND HANDED ME THE KEYS TO MY CAR!

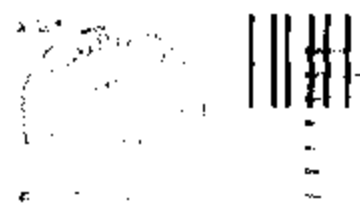
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAFL HWY. TRAFFIC SAFETY ADMIN.



U.S. Department of Transportation National Highway Traffic Safety Administration DOT Auto Safety Hotline, NSA-10.1 400 7th Street, SW Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

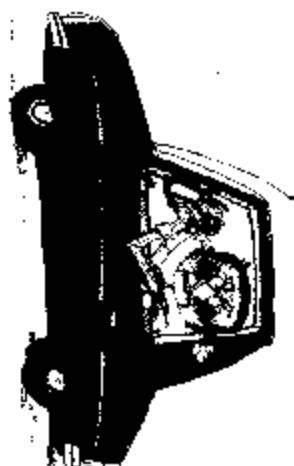
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

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DOT Auto Safety Hotline (DASH) 2 DOT



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This Form WAS HARD to Fill out
Because My Problem is About A RECALL
UNSAFE PART ON My CAR. Service WAS
done by BLACKWELL BALDWIN FORD. While
doing the Recall They damaged My Speed
CONTROL. When I Returned My CAR back
to them, They wouldn't TAKE Responsibility
For the damage AND during the dispute
JEFF BALDWIN OF BLACKWELL BALDWIN
here in Jonesboro ordered the UNSAFE
RECALL PART Put back ON My CAR.
I'd Like TO HAVE My Speed CONTROL
WORKING AGAIN AS it WAS when I took
IT INTO them AND the proper Recall
work completed AS it should be. I
tried to explain in the Form.

Sincerely


P.S. BECAUSE FORD'S RECORDS SHOW
My RECALL WAS done. AND NOT UNDONE
AGAIN - NO ONE will Fix My Recall.
The DAMAGE TO My CRUISE CONTROL
WAS \$360.00. INSPITE OF My CAR'S years
AND it's miles. It WAS in PERFECT WORKING
CONDITIONS when I TOOK it INTO BLACKWELL
BALDWIN FORD OF JONESBORO.

My speed CONTROL NEVER ATTEMPTED TO WORK AGAIN AFTER they RETURNED My CAR TO Me. I Feel if the RECALL WORK HAD NOT BEEN done My CAR would still be WORKING beautifully AS IT WAS before the RECALL WORK WAS done. I've called the Ford Co. MANY Time. All they could SAY WAS they showed the RECALL WORK TO be Completed. AND I Told Them. YES BUT they ordered the UNSAFE RECALL PART PUT BACK ON! Blackwell Baldwin PUT IN A CLAIM FOR INSTALLING the RECALL PART. BUT didn't TELL them they gave My CAR BACK TO Me with the UNSAFE PART REINSTALLED. The Ford Co. didn't seem CONCERNED AT ALL ABOUT THIS. I CANT seem TO get ANYONE TO help Me. INSPITE OF the YEAR OF My CAR AND it's Miles My CAR WAS WORKING BEAUTIFUL! NOW I HAVE NO speed CONTROL AND A UNSAFE PART BACK ON My. I took My CAR TO Blackwell Baldwin because they ARE The closed DEALER TO OUR Home.

Sincerely

